

MOWINS Hot Topics Session

Missing Proofs



In this section of today's webinar we will be discussing how missing proofs work in MOWINS. We will do our best to find answers for policy questions regarding missing proofs.

Session Date: May 1, 2014

We will be discussing Missing Proofs in this section of the webinar. I will only be showing how the Missing Proofs work in MOWINS. If you have any policy questions after today's webinar please contact your local TA member for assistance.



What to do when participant is Missing a Proof.

- Reschedule the appointment and explain to participant to bring in proof.
- Fill out certification but do NOT complete Rights and Responsibilities and do NOT print checks.

The first thing we will look at is what to do when a participant is missing a proof. You have two options: Option 1 is to Reschedule the appointment being sure participant knows to bring proof with them at the next appointment. Or Option 2, which we will show in the webinar, to fill out the certification but do NOT complete the signing of the Rights and Responsibilities and do NOT issue benefits.

How to enter a Missing Proof Certification in MOWINS

The screenshot shows the MOWINS software interface. The title bar reads "CGS - SUMMER RAYNE - 25 Years - WIC ID: 00945658 - HH ID: 00609341". The menu bar includes "File", "Activities", "Guided Script", and "Help". The "Guided Script" menu is open, showing a list of certification steps with checkboxes:

- ☐ [Demographics](#)
- ☐ [Health Information](#)
- ☐ [Height, Weight, and Blood](#)
- ☐ [Immunizations](#)
- ☐ [Nutrition Assessment](#)
- ☐ [Risk Factors/High Risk](#)
- ☐ [Referrals/Other Programs](#)
- ☐ [Nutrition Education](#)
- ☐ [Food Prescription](#)
- ☐ [Add SOAP Notes](#)
- ☐ [CPA Determined Follow-up](#)
- ☐ [Issue Benefits](#)

Below the list, there is a section for "Household Member Information". It includes a checkbox for "High Risk" and a label "Issuance Bi-monthly". To the right, there is a table with the following structure:

Risk Factor	High Risk	Description

We will start by looking at what to do when participant does not have any proof. The first thing you will do is start a certification through the Certification Guided Script.

Pull Downs for Proofs

ID Proof

- Driver's License
- Hospital or Other Records
- Official ID with Picture (State)
- Passport
- Social Services letter with id
- Voter Registration Card
- WIC Staff recognition (recent)
- School ID
- Work ID
- No Proof/Incomplete**
- Other (per policy) (See gener

Residency Proof

- 3rd Party Verifier
- Rental/Mortgage Document (Current-within last 3
- Utility/Personal Bill (Current- within last 3
- Victim of disaster, migrant or homeless
- No Proof/Incomplete**

Reason Not Pr

Migrant

Living with Foster

Add Income Line Item

Payment Frequency

- ☐ Hourly Amount per Hour \$
- ☐ Weekly Number of Weeks 52
- ☒ Monthly Number of Months 12
- ☐ Bi-weekly Number of Periods
- ☐ Semi-monthly
- ☐ Yearly Amount per Ye

Proof of Income

- No Proof/Incomplete**
- Self Declare
- Statement from Employer
- Statement of benefits/court a
- Unemployment Documentation
- W-2 Form

When entering the Demographics, if the participant is missing an ID Proof or a Residency Proof there is now a selection for NO Proof/Incomplete. This is the option you will select if a proof is missing. Also, if the Income Proof is missing you can select the No Proof/Incomplete as a proof in the Proof of Income Pull down.

Adding Alerts

Edit Alert

Alert Date: 04/16/2014

Alert Type: ☒ Household ☐ Individual

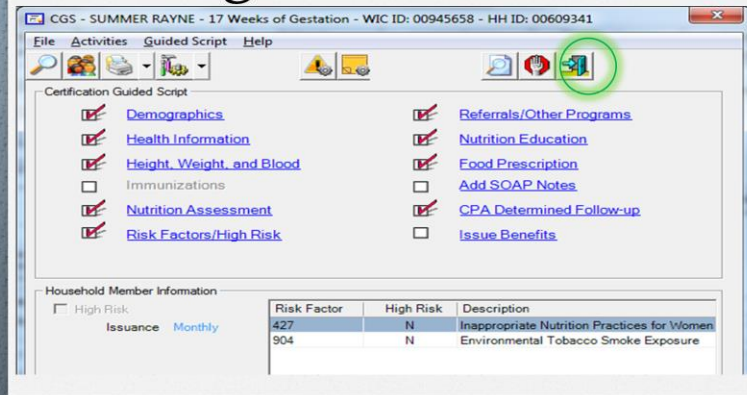
Alert Security: ☒ Not Protected ☐ Protected

Alert Text:
Participant did not have Proofs. DO NOT SIGN for Rights and responsibilities or Issue checks until participant brings in proofs.

OK Cancel

You will want to have whoever enters the demographics, **be sure to enter an Alert to notify everyone else that there are missing Proofs and do not issue benefits.** Go to Alerts in the CGS and select add, enter an Alert stating the participant did not have all proofs today, and to NOT complete Rights and Responsibilities and to NOT print checks. **This is very important to make an alert in MOWINS after entering NO Proof/Incomplete automatically created alerts do not happen until end of day.**

Exiting the Certification



CGS - SUMMER RAYNE - 17 Weeks of Gestation - WIC ID: 00945658 - HH ID: 00609341

File Activities Guided Script Help

Certification Guided Script

- ☒ Demographics
- ☒ Health Information
- ☒ Height, Weight, and Blood
- ☐ Immunizations
- ☒ Nutrition Assessment
- ☒ Risk Factors/High Risk
- ☒ Referrals/Other Programs
- ☒ Nutrition Education
- ☒ Food Prescription
- ☐ Add SOAP Notes
- ☒ CPA Determined Follow-up
- ☐ Issue Benefits

Household Member Information

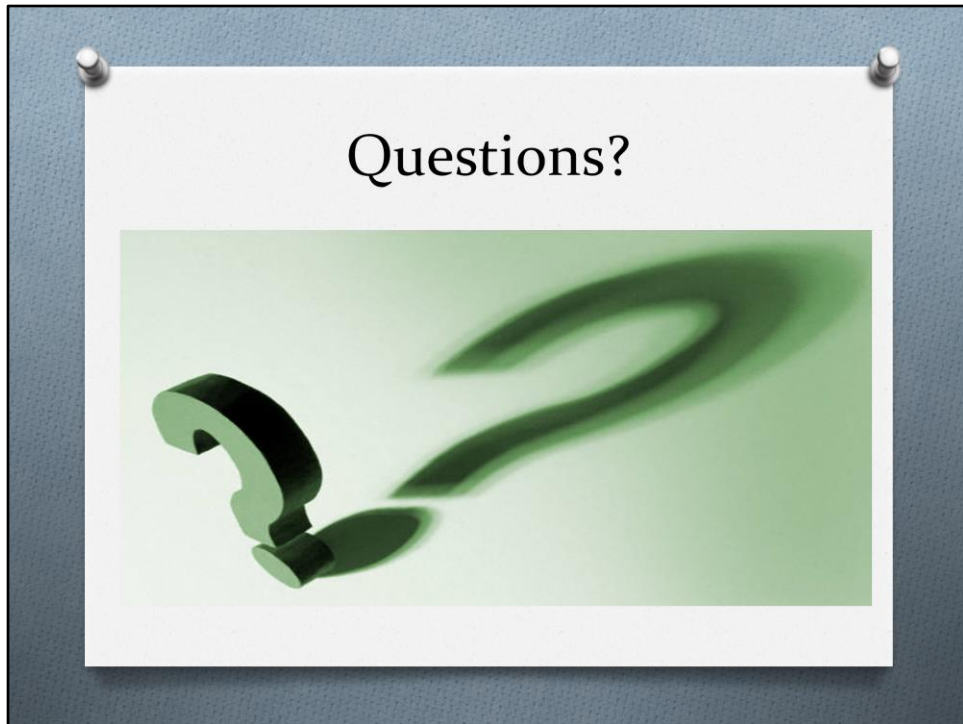
☐ High Risk

Issuance Monthly

Risk Factor	High Risk	Description
427	N	Inappropriate Nutrition Practices for Women
904	N	Environmental Tobacco Smoke Exposure

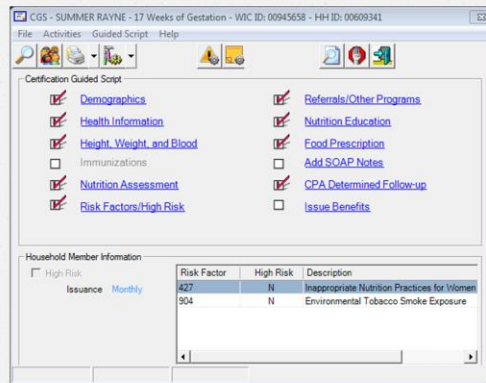
You will fill out the rest of the Certification Guided Script. But you do NOT select to issue benefits & you do NOT select the Stop Sign. Once you have filled out the Cert you will select the Green door to close the cert. This will hold the information you entered and allow you to complete it when the participant brings in the Proofs within the allowed time frame. Then you can complete the cert and issue benefits, but not until the proofs are entered.

Before we move on are there any questions you may have?



Any questions so far?

What to do when Participant brings Proofs within 30 days.



CGS - SUMMER RAYNE - 17 Weeks of Gestation - WIC ID: 00945658 - HH ID: 00609341

File Activities Guided Script Help

Certification Guided Script

- ☒ Demographics
- ☒ Health Information
- ☒ Height, Weight, and Blood
- ☐ Immunizations
- ☒ Nutrition Assessment
- ☒ Risk Factors/High Risk
- ☒ Referrals/Other Programs
- ☒ Nutrition Education
- ☒ Food Prescription
- ☐ Add SOAP Notes
- ☒ CPA Determined Follow-up
- ☐ Issue Benefits

Household Member Information

☐ High Risk

Issuance Monthly

Risk Factor	High Risk	Description
427	N	Inappropriate Nutrition Practices for Women
904	N	Environmental Tobacco Smoke Exposure

Now we will look at what to do when the participant returns with their proofs within the 30 days. The first thing to do is to open the Certification Guided Script. As you can see it is still there and all we need to do is update the proofs.

Updating Proofs

The image displays two screenshots of a software interface for updating proofs.

The left screenshot shows a 'Demographics' form. The 'ID Proof' dropdown menu is set to 'Driver's License' and the 'Residency Proof' dropdown menu is set to 'Rental/Mortgage Document'. A green box highlights these two dropdown menus. The 'Reason Not Present' dropdown menu is also visible. The 'OK' and 'Cancel' buttons are at the bottom.

The right screenshot shows the 'Income Calculator' window. The 'Income Screening Contacts' section lists contacts with columns for 'ID', 'Date', 'Amount', and 'Description'. The 'Income Information' section shows a table with columns for 'Frequency', 'Description', and 'Amount per Year'. The table contains one row: 'Bi-weekly', '\$675.00/period for 26 period', '\$22,750.00'. The 'Household Size' is set to 4 and the 'Total Amount per Year' is \$22,750.00. The 'Original Screening Date' is 04/16/2014. The 'OK' and 'Cancel' buttons are at the bottom.

You will need to go back into demographics and select an ID proof and/or a Residency proof from the pull down menu and then hit ok. If they were missing an income proof, you will need to go back into the Income Calculator and add the income and the proof.

Completing the Certification

Certification Guided Script

- ☒ Demographics
- ☒ Health Information
- ☒ Height, Weight, and Blood
- ☐ Immunizations
- ☒ Nutrition Assessment
- ☒ Risk Factors/High Risk
- ☒ Referrals/Other Programs
- ☒ Nutrition Education
- ☒ Food Prescription
- ☐ Add SOAP Notes
- ☒ CPA Determined Follow-up
- ☐ Issue Benefits

Household Member Information

Risk Factor	High Risk	Description
427	N	Inappropriate Nutrition Practices for Infant
504	N	Environmental Tobacco Smoke Exposure

Capture Electronic Signature

Please capture the authorized signature for the following participants.

Participant: SUMMER RAYNE 00945658

This signature indicates the participant has read and understands the Rights and Responsibilities statement.

Authorized Signature

Signature:

Buttons: Capture Electronic Signature, Save Signature, Cancel

Once you have entered the proofs you can select the stop sign and have the Participant sign for the Rights and Responsibilities.

Issue Checks

The screenshot shows a software window titled "Issue Benefits - 04/16/2014". It has two tabs: "Benefits" and "Food Prescription". The "Benefits" tab is active, displaying a table of household member information. Below the table is a list of issued checks for "SUMMER RAYNE". At the bottom, there are options for "Cycle Adjustment Type" (set to "System Determined"), a "Selected LDTU of" dropdown (set to "None"), and buttons for "Preview Benefits", "Edit Print Set", "Make Benefits", "Generate Address Label", "Issue Benefits to Selected Members", and "Cancel".

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
SUMMER RAYNE	Monthly				04/15/2014	11/30/2014	

Household Member Information

✓ SUMMER RAYNE

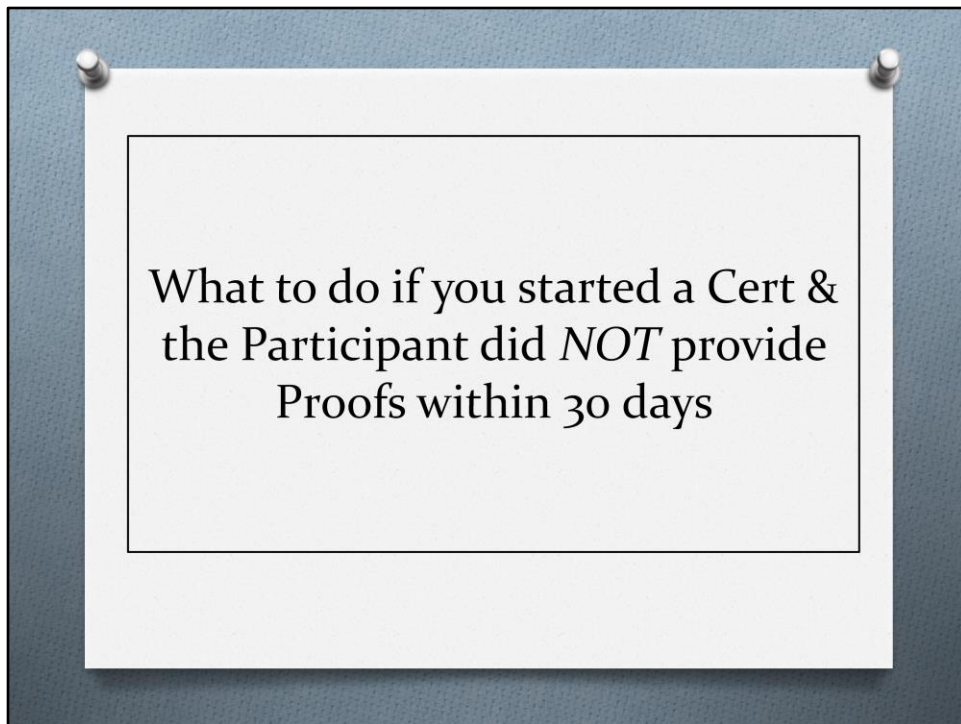
- ✓ 04/16/2014-04/30/2014 Half
- ✓ 05/01/2014-05/31/2014 Full

Cycle Adjustment Type: ☒ System Determined ☐ Selected LDTU of: [None]

Buttons: Preview Benefits, Edit Print Set, Make Benefits, Generate Address Label, Issue Benefits to Selected Members, Cancel

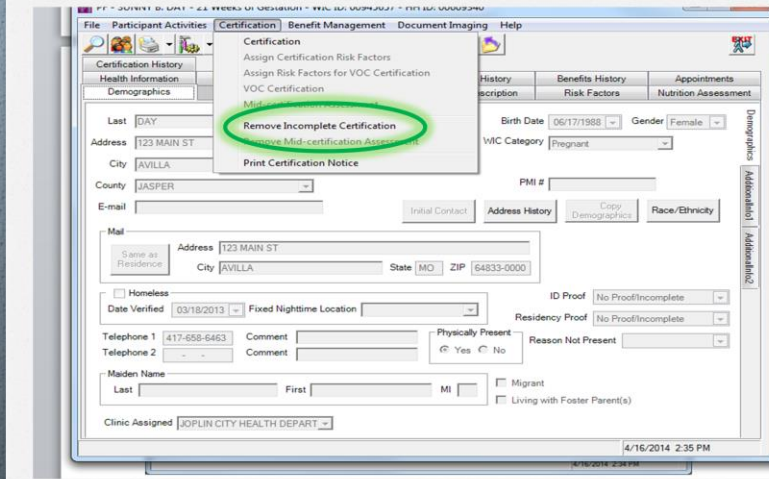
You can now issue the participant the checks. Once the checks are issued, you can remove any alerts you have entered about the missing proofs.

Any questions so far?



The other situation that may happen is you started a certification for a participant who did not have proofs and comes back after the 30 days. What do you do?

Remove Incomplete Cert



Since the participant did NOT come back within the 30 days you will need to open the Participant Folder, select the Certification menu and then select the **Remove Incomplete Certification** to remove the old cert.

New Certification

PF - SUNNY B. DAY - 21 Weeks of Gestation - WIC ID: 00945657 - HH ID: 00609340

File Participant Activities Certification Benefit Management Patient Imaging Help

Certification History

Health Information Nutrition Education Referrals Income History Benefits History Appointments
Demographics Immunization HT/Vt/Blood Food Prescription Risk Factors Nutrition Assessment

Last DAY First SUNNY MI B Birth Date 06/17/1988 Gender Female

Address 123 MAIN ST WIC Category Pregnant

City AVILLA State MO ZIP 64833-0000

County JASPER PMI #

E-mail Initial Contact Address History Copy Demographics Race/Ethnicity

Mail

Same as Residence Address 123 MAIN ST
City AVILLA State MO ZIP 64833-0000

Homeless Date Verified Fixed Nighttime Location ID Proof

Residency Proof

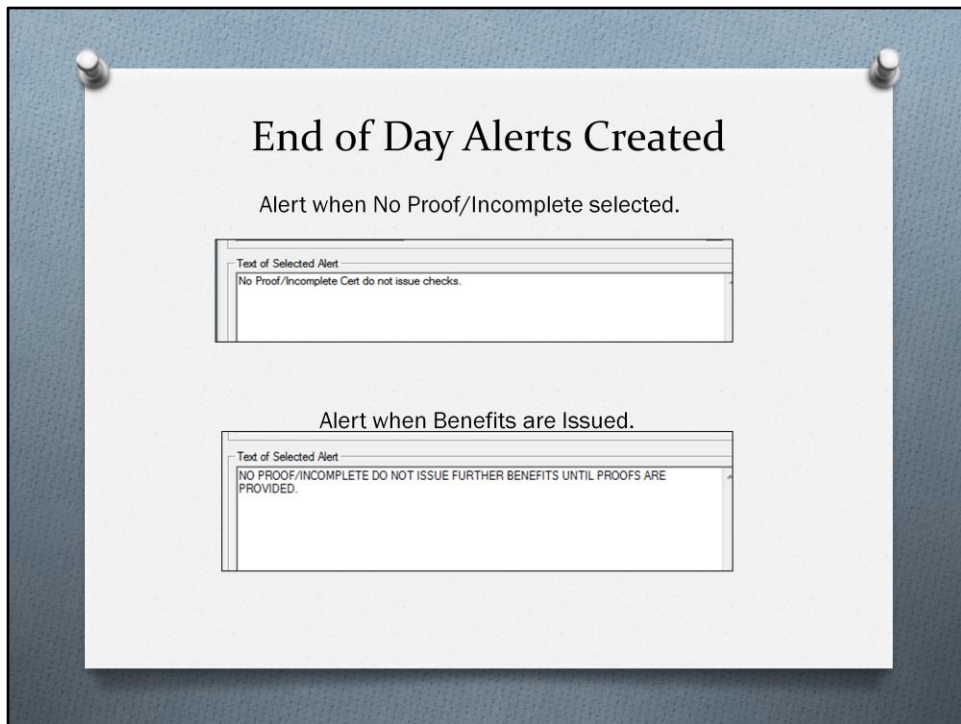
Physically Present
Yes No Reason Not Present

Maiden Name
Last First MI Migrant
Living with Foster Parent(s)

Clinic Assigned JOPLIN CITY HEALTH DEPART

4/16/2014 2:54 PM

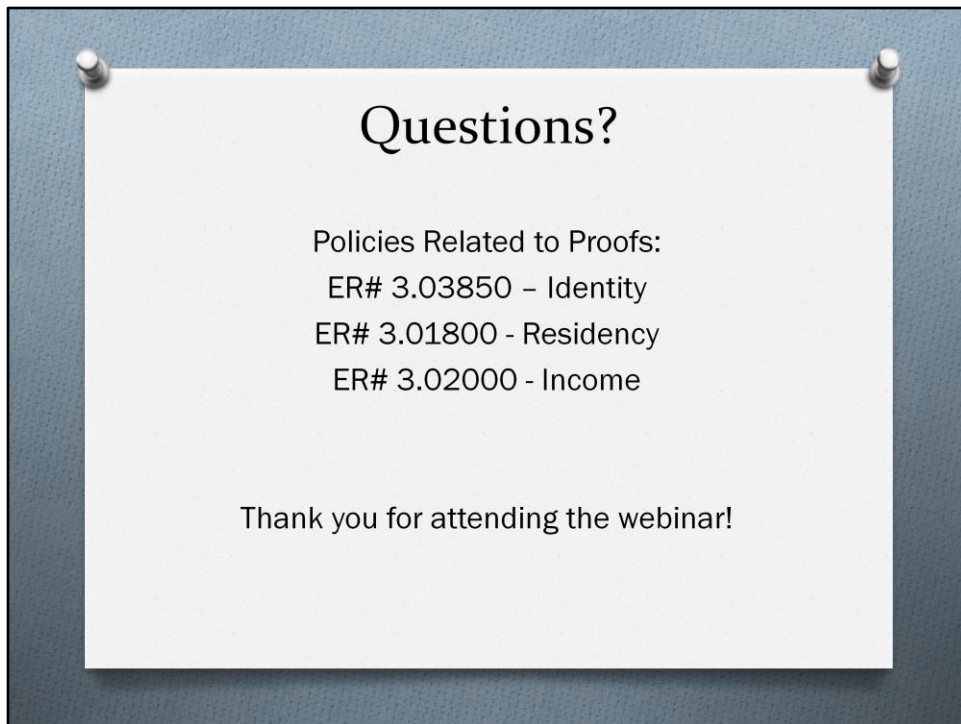
And now you will need to start a new certification for the participant.



During the end of day procedures MOWINS will generate an alert for Missing Proofs IF the No Proof/Incomplete option was selected for a proof. When this happens this is the Alert that will be generated.

If benefits were issued then the Alert will read NO PROOF/INCOMPLETE DO NOT ISSUE FURTHER BENEFITS UNTIL PROOFS ARE PROVIDED.

There is a report in Crystal Reports, Local Agency, Administrative Management which indicates staff have selected No Proof/Incomplete AND have completed the certification (hit the stop sign), and also indicates if staff have selected No proof/Incomplete, completed the Certification AND Issued Benefits.



Any Questions?

Thank you!